

# CQA Exam Refresher Registration Form

## Three Ways to Register:

**Call ASQ:** 800-248-1946 or 414-272-8575  
**Fax** your completed registration form to: 414-765-8664  
**Mail** your completed registration form to: ASQ Course Registration/CSC  
P.O. Box 3005  
Milwaukee, WI 53201-3005

Non-Profit Org.  
U.S. Postage  
PAID  
Milwaukee, WI  
Permit 5419

☐ ASQ Member Number ☐ ASQ Sustaining Member Number ☐ Nonmember

(Please print clearly)

Full Name \_\_\_\_\_

First Name for Badge \_\_\_\_\_

Company Name \_\_\_\_\_

Title or Department \_\_\_\_\_

Address ☐ home ☐ business \_\_\_\_\_ Apt./Ste. \_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_

Country \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Course #	Location	Date of Course	Title	Price
02QA1	Reno, NV	October 17-18, 2002	CQA Exam Refresher	\$495

All orders must be paid in U.S. dollars drawn on a U.S. financial institution.  
Please use only one form per person.  
Please photocopy this form for additional registrations.

## Method of Payment:

1. ☐ Check or money order # \_\_\_\_\_ is enclosed

2. ☐ Purchase order # \_\_\_\_\_

3. Charge to: ☐ VISA ☐ MasterCard ☐ American Express

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

Address \_\_\_\_\_



☐ Please check here if you have any special needs or dietary restrictions that we can address to make your participation more enjoyable.



600 N. Plankinton Ave.  
P.O. Box 3005  
Milwaukee, WI 53201-3005  
414-272-8575  
Fax 414-272-1734  
800-248-1946  
www.asq.org

ASQ's Quality Audit Division Business Meeting and  
Certified Quality Auditor Exam Refresher

October 17-18, 2002  
Reno, NV  
#02QA1

Register Today!  
Call 800-248-1946



ASQ's Quality Audit Division presents the

# Certified Quality Auditor Exam Refresher

Course #02QA1

October 17-18, 2002  
Reno, Nevada

and the Quality Audit Division  
Business Meeting on  
Saturday, October 19, 2002



## Quality Audit Division Business Meeting

The Quality Audit Division (QAD) Business Meeting takes place on Saturday, October 19, 2002, at the Reno Hilton. Take advantage of this valuable opportunity to network with the QAD Executive Board. See you there!

## Certified Quality Auditor Exam Refresher

### Sponsored by the ASQ Quality Audit Division

On October 17-18, 2002, ASQ's Quality Audit Division will sponsor a Certified Quality Auditor (CQA) exam refresher. The purpose of this two-day course is to help experienced auditors become better prepared for the CQA examination.

Attendees at this refresher will receive a copy of the *Quality Audit Handbook, 2nd Edition*, and become thoroughly familiar with the complete body of knowledge for the CQA exam. Class discussion will include an in-depth overview of the exam process, and example test questions and answers will be provided to offer participants a better understanding of the basic principles and applications that will appear on the examination.

### Topics Covered

- CQA Overview
- Ethics, Professional Conduct, and Liability
- Audit Preparation
- Audit Performance
- Audit Reporting
- Corrective Action, Follow-up, and Closure
- Audit Program Management

### Instructors

**John Sawyer** has been a regulatory and quality professional for over 25 years in the medical device, electronic, and aerospace industries. He is an ASQ Certified Quality Auditor and a registered Lead Quality Management Systems Auditor with the International Register of Certificated Auditors of London. His current work focuses on providing FDA and ISO 9000 consulting services to various firms on domestic and international quality and regulatory issues throughout the United States and Europe. John also conducts ISO 9000 and ISO 13485 registration audits and services for DQS German Registrar for Management Services and VDE Certification and Testing Institute.

**John F. Mascaro** is the manager of quality for ABB Lummus Global, Inc. He has over 28 years of international experience in quality and has performed more than 450 assessments and audits worldwide. John specializes in the development, administration, and execution of quality assurance and quality control programs, including performance and quality training activities in the construction, refining, petrochemical, and manufacturing industries. John is a co-author of this course, a senior member of ASQ, Quality Audit Division Region 14 Councilor, Certified Quality Auditor and a Registered Lead Quality Management Systems Auditor with the International Register of Certificated Auditors (IRCA), of London, UK. He is also on the Board of Examiners for the Texas Award for Performance Excellence.

### CEUs and ASQ RUs

Refresher Course: 1.5

QAD Business Meeting: .65

### Agenda

Thursday, October 17  
CQA Exam Refresher  
8:00 a.m.—5:00 p.m.

Friday, October 18  
CQA Exam Refresher  
8:00 a.m.—5:00 p.m.  
QAD Reception  
7:00 p.m.—8:00 p.m.

Saturday, October 19  
QAD Business Meeting  
8:00 a.m.—3:30 p.m.

### Location/Hotel

Reno Hilton  
2500 East Second St., Reno, NV 89595-0002  
Phone Reservations: 800-648-5080  
Main Hotel Phone: 775-789-2000 Fax: 775-789-2407  
Rate cutoff: September 23, 2002  
Room rate: \$85 single/double

Ask for the QAD room rate. Reservations require one night deposit and can be canceled at least 48 hours before arrival. Hotel check-in: 3:00 p.m. Hotel check-out by 11:00 a.m.

### Course Fee

\$495 for ASQ members and nonmembers. (Registration procedures appear on the following panel.)

Fee includes: the *Quality Audit Handbook, 2nd Edition*, continental breakfasts, lunches, refreshment breaks, and Friday evening reception.

**Course registrants are encouraged to stay for the QAD Business Meeting on Saturday, October 19.**

### Registration Procedures

**To register for the course, please call ASQ at 800-248-1946 and reference course #02QA1.**

*There will be prework for this class. Please register by September 20, 2002, to take full advantage of this unique course offering.*

Registrations must be accompanied by payment in full. Company purchase orders will be accepted, but must be sent along with your completed registration form. All phone registrations or faxes MUST include the number of a major credit card that will be charged for the registration fees (MC/VISA/AMEX accepted). Do not follow up phone or fax registrations with a mail-in registration. All registrations (whether phone, faxed, or mailed) will be confirmed by mail with a receipt and confirmation letter.

### Substitutions and Cancellations

1. Send a substitute. Substitutions can be made any time—even on-site.
2. If you cannot send a substitute. We will be happy to transfer your course fees to another ASQ head-quarter course of your choice.\*\*
3. If you just want your money back, we will gladly refund your entire course registration fee.\*\*

**\*\*NOTE:** Requests for cancellations/transfers received on or before five business days prior to the start of the course will receive a full refund/transfer. Requests received after five business days will incur a \$150 processing fee. No requests will be accepted once the course starts. Registrants who fail to attend are liable for the entire course fee.

ASQ reserves the right to cancel or reschedule any course and to change instructors. Please be advised that ASQ is not responsible for any airfare penalties or other travel charges you may incur.

### For information about ASQ:

P.O. Box 3005  
Milwaukee, WI 53201-3005  
800-248-1946 or 414-272-8575  
Fax 414-272-1734  
Web site: [www.asq.org](http://www.asq.org)

**For additional information about this course, please contact Jim Spichiger at 973-426-7031.**